UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/735,862	12/12/2000	Stuart David Cheshire	04860P2467	6643

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EXAMINER
PATEL, ASHOKKUMAR B

ART UNIT	PAPER NUMBER
2154	

DATE MAILED: 04/01/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

PTO-90C (Rev. 10/03)

Office Action Summary	Application No.	Applicant(s)
	09/735,862	CHESHIRE, STUART DAVID
	Examiner	Art Unit
	Ashok B. Patel	2154

— The MAILING DATE of this communication appears on the cover sheet with the correspondence address —

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) ☐ Responsive to communication(s) filed on _____.
2a) ☐ This action is **FINAL**.   2b) ☒ This action is non-final.
3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4) ☒ Claim(s) *1-36* is/are pending in the application.
    4a) Of the above claim(s) _____ is/are withdrawn from consideration.
5) ☐ Claim(s) _____ is/are allowed.
6) ☒ Claim(s) *1-36* is/are rejected.
7) ☐ Claim(s) _____ is/are objected to.
8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9) ☒ The specification is objected to by the Examiner.
10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
    a) ☐ All   b) ☐ Some * c) ☐ None of:
        1. ☐ Certified copies of the priority documents have been received.
        2. ☐ Certified copies of the priority documents have been received in Application No. _____.
        3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
    Paper No(s)/Mail Date _____.
4) ☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date. _____.
5) ☐ Notice of Informal Patent Application (PTO-152)
6) ☐ Other: _____.

DETAILED ACTION

1.   Application Number 09/735, 862 was filed on 12/12/2000.   Claims 1-36 are

subject to examination.

Specification

2.   The disclosure is objected to because of the following informalities: The

characters used to identify the elements, display controller, processor, I/O controller and

memory, on page 10, do not match with the characters used in Fig. 2.   Appropriate

correction is required.

Claim Rejections - 35 USC § 102

3.   The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that

form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless-

> (e) the invention was described in (1) an application for patent, published under section 122(b), by
> another filed in the United States before the invention by the applicant for patent or (2) a patent
> granted on an application for patent by another filed in the United States before the invention by the
> applicant for patent, except that an international application filed under the treaty defined in section
> 351(a) shall have the effects for purposes of this subsection of an application filed in the United States
> only if the international application designated the United States and was published under Article 21(2)
> of such treaty in the English language.

Claims 1-3, 12-16, 18, 24-26, and 32-35 are rejected under 35 U.S.C. 102(e) as being

anticipated by Vardi et al. (hereinafter Vardi)(US 6, 389, 127).

Referring to claims 1, 2 and 3,

The reference Vardi teaches a method comprising: receiving from a requester a

request to access an information; (col. 5, lines 22-53). The reference teaches that if the

link is down, the requester receives the status of the link. (col. 6, lines 6-32).   The

reference also teaches that the link where the requestor is attempting to request

information from can be a network address. (domain name). (col.5, lines 43-50). The reference also teaches that the link can have more than one identifiers (imposter domain names). and as such, the status of the link returned includes more than one identifiers (wherein the plurality of imposter responses comprise a plurality of imposter domain names.) while establishing the link. (col. 6, lines 6-46). The reference teaches that the user 10 is requesting the access to the terminal 22 which is identified by the domain name. (Fig. 1, element 22, col. 5, lines 22-53) (wherein the request is a request to access information about a second remote computer identified by a domain name.) wherein the plurality of imposter responses comprise a plurality of imposter domain names.)

Referring to claims 12 and 13

The reference teaches that the request is sent by using known internet protocols or by using any known messaging means, or may be sent via client software running on computer terminal. (col. 5, lines 25-33).

Referring to claim 14,

The reference teaches communications terminal employable by the seeking user (the request is initiated by) is a cellular telephone (a remote application program). (col. 2, lines 58-61).

Referring to claim 15,

The reference teaches that the server 16 and telephone status acquirer 20 may be housed within a single server. (col. 5, lines 66-67 and col. 6, line 1). (first remote computer is a server).

Referring to claim 16,

The reference teaches the link is a network connection. (Fig. 1, element "Internet").

Referring to claim 18,

The reference Vardi teaches a method comprising: receiving from a requester a request to access an information; (col. 5, lines 22-53). The reference teaches that the user 10 is requesting the access to the terminal 22 which is identified by the domain name. (Fig. 1, element 22, col. 5, lines 22-53).((receiving a domain name system (DNS) request initiated by an application program;)The reference teaches that if the link is down, the requester receives the status of the link.(col. 6, lines 6-32). (if no Internet connection has been established, precluding a user from receiving an error message by establishing a dial-up connection to the Internet). The reference also teaches that the link where the requestor is attempting to request information from can be a network address. (domain name). (col.5, lines 43-50). The reference also teaches that the link can have more than one identifiers (imposter domain names). and as such, the status of the link is returned includes more than one identifiers.(col. 6, lines 6-46). (while concurrently returning a plurality of imposter domain names until the dial-up Internet connection is established.)

Referring to claims 24, 25 and 26,

Claims 24, 25 and 26 are claims to a network host comprising a processor and a machine readable medium containing instructions which when executed by the processor cause the processor to perform operations of method steps of claims 1, 2,

and 3. Therefore, claims 24, 25 and 26 are rejected for the reasons set forth for the claims 1, 2 and 3.

Referring to claims 32, 33 and 34,

Claims 32, 33 and 34 are claims to a network host comprising a processor and a machine readable medium containing instructions which when executed by the processor cause the processor to perform operations of method steps of claims 12 and 13. Therefore, claims 32, 33 and 34 are rejected for the reasons set forth for the claims 12 and 13 and the reference Vardi's teaching of the request that can be sent by user using any known messaging means, or may be sent via client software running on computer terminal (web browser). (col. 5, lines 28-33).

Referring to claim 35,

Claim 35 is a claim to a network host comprising a processor and a machine readable medium containing instructions which when executed by the processor cause the processor to perform operations of method steps of claim 14. Therefore, claim 35 is rejected for the reasons set forth for the claim 14.

Claim Rejections - 35 USC § 103

4.   The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

5.   Claims 4-11, 17, 27-31 and 36 are rejected under 35 U.S.C. 103(a) as being

unpatentable over Vardi et al. (hereinafter Vardi)(US 6, 389, 127) in view of Bhatia et al.

(hereinafter Bhatia)(US 6, 023, 724)

Referring to claims 4 and 5,

Keeping in mind the teachings of reference Vardi as stated above, the reference Vardi

teaches that the link can have more than one identifiers (imposter domain names) and

as such, the status of the link is returned includes more than one identifiers (instructing

the requester that the domain name is an alias for the current imposter domain name)

while establishing the link. (col. 6, lines 6-46). The reference Vardi fails to teach

appending a text string to the domain name to create a current imposter domain name

that is one of the plurality of imposter domain names; and recursively receiving from the

requester a plurality of requests to access information about a remote computer

identified by one of the plurality of imposter domain names; and if the link remains

down, continuing to establish the link, incrementing the current imposter domain name

to form a next current imposter domain name of the plurality of imposter domain names,

and instructing the requester that the current imposter domain name is an alias for the

next current imposter domain name. The reference Bhatia teaches LAN modem and

LAN modem server residing in the LAN modem has the capability to recognize the fault

condition that affects a remote network connection and construct the web page

informing the user of specific nature of the condition such that the user can take

appropriate action such as re-transmitting a message.(col. 26, lines 11-25). Also the

reference teaches that the LAN modem server has ISP wizard with the capability to

dynamically constructing successive web pages depending upon the predefined page components which will be substituted to produce a web page indicating the particular result which then occurred. (col.58, lines 35-67 and col. 59, lines 1-42). Thus, the reference teaches that the ISP wizard is capable of returning the status dynamically and progressively in an increment and in the form of web pages where re-transmitting is required by the user (requestor) until the connection is not complete. Therefore, it would have been obvious to one having ordinary skill in the art at the time of invention was made to combining Vardi's client software and Bhatia LAN modem such that the while the system continues to establish the link , the web pages (the plurality of imposter domain names) are presented to the requester (appending a text string to the domain name to create a current imposter domain name that is one of the plurality of imposter domain names;) where the requester is appropriately instructed to take action (and recursively receiving from the requester a plurality of requests to access information about a remote computer identified by one of the plurality of imposter domain names) until the connection is not complete (and if the link remains down, continuing to establish the link, incrementing the current imposter domain name to form a next current imposter domain name of the plurality of imposter domain names, and instructing the requester that the current imposter domain name is an alias for the next current imposter domain name.). Thus, in the event of a network fault or other condition that affects a connection to a remote server thereon, conventional routers do not indicate the specific nature of that fault to any local client connected to the router. This, in turn, relegates a user at that client to rely on an error message, in those instances when it is

provided by the network, that is often rather cryptic at best and more often simply not

provided at all. In the latter situation, the user simply waits in basically total ignorance

of the fault, i.e., the fault occurs but the user receives no indication of it on e.g., his(her)

browser. Not only is the user annoyed by this type of fault handling, but also the user is

forced to wait, owing to a lack of information which leads to an expectation (which later

proves to be unwarranted) that the fault will resolve itself, which can be rather time-

consuming and frustrating as taught by Bhatia.

Referring to claims 6, 7, 8 and 9,

Keeping in mind the teachings of Vardi as stated above, the reference also teaches that

the link can have more than one identifiers (imposter domain names). and as such, the

status of the link is returned includes more than one identifiers while establishing the

link. (col. 6, lines 6-46). The reference teaches that the user 10 (requester) is requesting

the access to the terminal 22 which is identified by the domain name. (Fig. 1, element

22, col. 1, lines 22-53). The reference also teaches that once user (requester) receives

telephone number and other status information associated with user 12 (a second

remote computer), or once it is stored in his client software (first remote computer), user

(requester) may send a request to computer terminal 22(a second remote computer),

typically via the Internet, for a telephone call to be placed from user 12 (a second

remote computer), to user (requester). Client software residing in computer terminal 22

may automatically place a call to user 10 either immediately, or when the telephone line

statuses of user 10 and/or user 12 become known to computer terminal 22. (col. 7, lines

39-48). Thus, the reference teaches that the status of the telephone line (where the

second remote computer can have more than one identifiers) is known (detecting that the link is established; and after the link is established, converting the current imposter domain name to the domain name; and informing the requester that the imposter domain name is an alias for the domain name), the user 10 (requester) can make a request through his client software (first remote computer) (receiving from the requester a second request to access the information after the link is established , after the link is established, forwarding the second request to the first remote computer; receiving a response to the second request; and forwarding the response: to the second request to the requester wherein the second request is a request to access information about the second remote computer identified by the domain name.)

Referring to claims 10 and 11,

Keeping in mind the teachings of Vardi as stated above, the reference fails to teach determining whether a maximum number of recursions has been exceeded, and if so, returning an appropriate error; and determining whether a maximum amount of time has been exceeded, and if so, returning an appropriate error. The reference Bhatia teaches the LAN modem server which has ISP wizard the capability to dynamically constructing successive web pages depending upon the predefined page components which will be substituted to produce a web page indicating the particular result which then occurred. (col.58, lines 35-67 and col. 59, lines 1-42). Thus, the reference teaches that the ISP wizard is capable of returning the status dynamically and progressively in an increment and in the form of web pages where re-transmitting is required by the user (requestor) until the connection is not complete. The reference also teaches that ISP wizard has

the software timer which operates on global variables, which is used to count the intervals and display a progress bar dots at a certain interval of time. (col. 59, lines 63-67). Thus, the reference teaches that the timer is used to display the status change of the ISP wizard within certain time period as wells as counting the number of interval/status changes. Therefore, it would have been obvious to one having ordinary skill in the art at the time of invention was made to combining Vardi's client software and Bhatia LAN modem such that the software timer of its ISP wizard is used to count the intervals (determining whether a maximum number of recursions has been exceeded, and if so, returning an appropriate error;) and display a progress bar dots at a certain interval of time (determining whether a maximum amount of time has been exceeded, and if so, returning an appropriate error.). Thus, web server 412 in the LAN modem, recognizing this condition by reading current value of a global variable which reflects this particular fault, constructs and downloads a predefined web page to the workstation. This page, when displayed by a browser thereat, informs the user of the specific nature of that condition such that the user can then take appropriate action, such as, e.g., establishing a remote session to the network destination at a later time or simply re-transmitting a message as taught by Bhatia.

Referring to claim 17,

The reference Vardi teaches the User typically sends the request via a computer terminal connectable to a communications network such as the Internet, the request being sent using known Internet protocols. The reference also teaches the request may be sent by user using any known messaging means, or may be sent via client software

running on computer terminal (web browser). (col. 5, lines 28-33). The reference also

teaches that the link can have more than one identifiers (plurality imposter domain

names). and as such, the status of the link is returned includes more than one identifiers

while establishing the link. (col. 6, lines 6-46).). the reference Vardi fails to teach

construction of the temporary web page. The reference Bhatia teaches LAN modem

and LAN modem server residing in the LAN modem has the capability to recognize the

fault condition that affects a remote network connection and construct the web page

informing the user of specific nature of the condition such that the user can take

appropriate action such as re-transmitting a message.(col. 26, lines 11-25). Therefore, it

would have been obvious to one having ordinary skill in the art at the time of invention

was made to combining Vardi's client software and Bhatia LAN modem such that the

while the system continues to establish the link , the temporary web page with is

presented on web browser with plurality imposter responses where the requester is

appropriately instructed to take action until the connection is not complete. Thus, in the

event of a network fault or other condition that affects a connection to a remote server

thereon, conventional routers do not indicate the specific nature of that fault to any local

client connected to the router. This, in turn, relegates a user at that client to rely on an

error message, in those instances when it is provided by the network, that is often rather

cryptic at best and more often simply not provided at all. In the latter situation, the user

simply waits in basically total ignorance of the fault, i.e., the fault occurs but the user

receives no indication of it on e.g., his(her) browser. Not only is the user annoyed by

this type of fault handling, but also the user is forced to wait, owing to a lack of

information which leads to an expectation (which later proves to be unwarranted) that the fault will resolve itself, which can be rather time-consuming and frustrating as taught by Bhatia.

Referring to claim 27 and 28,

Claims 27 and 28 are claims to a network host comprising a processor and a machine readable medium containing instructions which when executed by the processor cause the processor to perform operations of method steps of claims 4 and 5. Therefore, claims 27 and 28 are rejected for the reasons set forth for the claims 4 and 5.

Referring to claims 29, 30 and 31,

Claims 29, 30 and 31 are claims to a network host comprising a processor and a machine readable medium containing instructions which when executed by the processor cause the processor to perform operations of method steps of claims 6, 7 and 8. Therefore, claims 29, 30 and 31 are rejected for the reasons set forth for the claims 6, 7 and 8.

Referring to claim 36,

Claim 36 is a claim to a network host comprising a processor and a machine readable medium containing instructions which when executed by the processor cause the processor to perform operations of method steps of claim 17. Therefore, Claim 36 is rejected for the reasons set forth for the claim 17.

6.   Claims 19-23 are rejected under 35 U.S.C. 103(a) as being unpatentable over Vardi et al. (hereinafter Vardi)(US 6, 389, 127) and Bhatia et al. (hereinafter Bhatia)(US

6, 023, 724) and further in view of IBM Technical Disclosure Bulletin (TCB-ACC-NO: NNRD427119)(hereinafter IBM).

Referring to claims 19 and 20,

Keeping in mind the teachings of reference Vardi as stated above, the reference Vardi teaches that the link can have more than one identifiers (imposter domain names). and as such, the status of the link returned includes more than one identifiers while establishing the link. (col. 6, lines 6-46). The reference Bhatia teaches LAN modem and LAN modem server residing in the LAN modem has the capability to recognize the fault condition that affects a remote network connection and construct the web page informing the user of specific nature of the condition such that the user can take appropriate action such as re-transmitting a message.(col. 26, lines 11-25). Also the reference teaches that the LAN modem server has ISP wizard the capability to dynamically constructing successive web pages depending upon the predefined page components which will be substituted to produce a web page indicating the particular result which then occurred. (col.58, lines 35-67 and col. 59, lines 1-42). Thus, the reference teaches that the ISP wizard is capable of returning the status dynamically and progressively in an increment and in the form of web pages where re-transmitting is required by the user (requestor) until the connection is not complete. (forming a current imposter domain name by appending an information to the domain name; and sending a response stating that the domain name is an alias for the current imposter domain name and while establishing the dial-up connection, recursively receiving from the application program a request to access information about a remote computer identified

by one of the plurality of imposter domain names; forming a next current imposter

domain name of the plurality of imposter domain names by modifying a portion of the

information of the current imposter domain name; and sending a response stating that

the current imposter domain name is an alias for the next current imposter domain

name.) Therefore, it would have been obvious to one having ordinary skill in the art at

the time of invention was made to combining Vardi's client software and Bhatia LAN

modem such that the while the system continues to establish the link, the web pages

(the plurality of imposter domain names) are presented to the requester where the

requester is appropriately instructed to take action until the connection is not complete

(forming a current imposter domain name by appending an information to the domain

name; and sending a response stating that the domain name is an alias for the current

imposter domain name and while establishing the dial-up connection, recursively

receiving from the application program a request to access information about a remote

computer identified by one of the plurality of imposter domain names; forming a next

current imposter domain name of the plurality of imposter domain names by modifying a

portion of the information of the current imposter domain name; and sending a response

stating that the current imposter domain name is an alias for the next current imposter

domain name). This informs the user of the status of the connection as taught by

Bhatia. However, both of the references, Vardi and Bhatia, fail to teach the sending a

canonical name response. The reference IBM teaches the process of canonicalization

where it teaches that the most file systems will 'complete' a partial file or directory

specification by using the current working directory information along with whatever

partial information is given. This process of creating a complete, syntactically correct specification (the canonical form) is sometimes referred to as 'canonicalization'. This canonical form is important, since it completely and uniquely identifies the file system resource, whether a file, directory or some other type of resource.(page 1, paragraph 1). Also, the reference IBM teaches that the canonicalization process itself results in a simpler implementation and superior performance, especially in a network environment. (page 2, paragraph 4). Therefore, it would have been obvious to one having ordinary skill in the art at the time of invention was made to combining Vardi's client software and Bhatia LAN modem such that the while the system continues to establish the link, with IBM's teachings such that the canonical responses are presented to the requester where the requester is appropriately instructed to take action until the connection is not complete. Thus, in the event of a network fault or other condition that affects a connection to a remote server thereon, conventional routers do not indicate the specific nature of that fault to any local client connected to the router. This, in turn, relegates a user at that client to rely on an error message, in those instances when it is provided by the network, that is often rather cryptic at best and more often simply not provided at all. In the latter situation, the user simply waits in basically total ignorance of the fault, i.e., the fault occurs but the user receives no indication of it on e.g., his(her) browser. Not only is the user annoyed by this type of fault handling, but also the user is forced to wait, owing to a lack of information which leads to an expectation (which later proves to be unwarranted) that the fault will resolve itself, which can be rather time-consuming and frustrating as taught by Bhatia.

Referring to claims 21, 22 and 23,

Keeping in mind the teachings of Vardi as stated above, the reference also teaches that the link can have more than identifiers (imposter domain names). and as such, the status of the link returned includes more than one identifiers while establishing the link. (col. 6, lines 6-46). The reference teaches that the user 10 (requester) is requesting the access to the terminal 22, which is identified by the domain name. (Fig. 1, element 22, col. 5, lines 22-53). The reference also teaches that once user (requester) receives telephone number and other status information associated with user 12 (remote computer), or once it is stored in his client software (server), user (requester) may send a request to computer terminal 22 (remote computer), typically via the Internet, for a telephone call to be placed from user 12 (remote computer), to user (requester). Client software residing in computer terminal 22 may automatically place a call to user 10 either immediately, or when the telephone line statuses of user 10 and/or user 12 become known to computer terminal 22. (col. 7, lines 39-48). Thus, the reference teaches that the status of the telephone line (where the remote computer can have more than one identifiers) is known (detecting that the dial-up connection is established; and after the dial-up connection is established, converting the current imposter domain name to the domain name; and sending a response stating that the current imposter domain name is an alias for the domain name), the user 10 (requester) can make a request through his client software (server) (receiving from the application program a second request to access information about the remote computer identified by the domain name after the dial-up connection is established, after the dial-

up connection is established, forwarding the second request to a server; receiving a response to the second request; and forwarding the response to the application program.) The reference Bhatia teaches LAN modem and LAN modem server residing in the LAN modem has the capability to recognize the fault condition that affects a remote network connection and construct the web page informing the user of specific nature of the condition such that the user can take appropriate action such as re-transmitting a message.(col. 26, lines 11-25). Both of the references, Vardi and Bhatia, fail to teach the sending a canonical name response. The reference IBM teaches the process of canonicalization where it teaches that the most file systems will 'complete' a partial file or directory specification by using the current working directory information along with whatever partial information is given. This process of creating a complete, syntactically correct specification (the canonical form) is sometimes referred to as 'canonicalization'. This canonical form is important, since it completely and uniquely identifies the file system resource, whether a file, directory or some other type of resource.(page 1, paragraph 1). Also, the reference IBM teaches that the canonicalization process itself results in a simpler implementation and superior performance, especially in a network environment. (page 2, paragraph 4). Therefore, it would have been obvious to one having ordinary skill in the art at the time of invention was made to combining Vardi's client software and Bhatia LAN modem such that the while the system continues to establish the link, according to IBM's teachings the canonical responses are presented to the requester where the requester is appropriately instructed to take action until the connection is not complete Thus, in the

event of a network fault or other condition that affects a connection to a remote server thereon, conventional routers do not indicate the specific nature of that fault to any local client connected to the router. This, in turn, relegates a user at that client to rely on an error message, in those instances when it is provided by the network, that is often rather cryptic at best and more often simply not provided at all. In the latter situation, the user simply waits in basically total ignorance of the fault, i.e., the fault occurs but the user receives no indication of it on e.g., his (her) browser. Not only is the user annoyed by this type of fault handling, but also the user is forced to wait, owing to a lack of information which leads to an expectation (which later proves to be unwarranted) that the fault will resolve itself, which can be rather time-consuming and frustrating as taught by Bhatia.
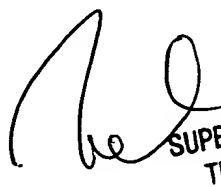
Any inquiry concerning this communication or earlier communications from the examiner should be directed to Ashok B. Patel whose telephone number is (703) 305-2655. The examiner can normally be reached on 8:00am-5:00pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John A Follansbee can be reached on (703) 305-8498. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Abp
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JOHN FOLLANSBEE
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2100